

## **Pengaruh Kecerdasan Emosional (*Emotional Intelligence*) Terhadap Kelelahan Emosional (*Burnout*) dan Dampaknya terhadap Kualitas Pelayanan Perawat RS.RK.Charitas Palembang**

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**Abstract** - This study aimed to determine the effect of emotional intelligence and emotional exhaustion of the quality of hospital care nurse. The subjects were nurses and patients RS.RK.Charitas Palembang. Sampling techniques using Non-Probability Sampling. Nurse and patient inpatient units Joseph 1 & 2 totaled 200 people were selected as samples. Data were processed using Structural Equation Model. The results showed that emotional intelligence negatively affect the emotional exhaustion of -0.34. Emotional intelligence has positive influence on the quality of nursing care by 0.25. There is a greater direct influence of emotional intelligence to service quality by 0.25 than the indirect effect through emotional exhaustion by 0.19. Emotional exhaustion negatively affect the quality of nursing services at -0.56.

**Keywords:** burnout, emotional intelligence, quality of nursing service